

EFFECTIVE DATE: January 1, 1990

REVISION DATES: _____

SUBJECT: MICROCOMPUTER POLICIES AND PROCEDURES

1. PURPOSE:

This directive acknowledges the fact that some information processing tasks are best performed on host (mainframe) equipment or departmental processors; however other tasks are best performed on microcomputer systems. This directive outlines policy and procedures designed to aid in determining the best application of problem-solving resources.

This Administrative Directive supplements AD 7.1 and establishes the policy framework for microcomputer hardware, software and services acquisition. This directive is applicable only to those specific instances in which a microcomputer is suggested as the best solution to an automated information processing need. The directive outlines the procedures which guide the planning, development and implementation of microcomputer-based information processing for the City of San Antonio

This directive is designed to insure that the process of microcomputer acquisition for the City of San Antonio is structured in such a way that the following objectives will be attained:

- A. To insure that the microcomputer hardware and software acquired is in accordance with the general specifications of the Long-Range Distributed Processing Plan included in the annual Long-Range Information Processing System Plan;
- B. To avoid the proliferation of non-compatible microcomputer hardware, software and data;
- C. To reduce the costs of acquiring duplicate copies of frequently used microcomputer software;
- D. To insure security, consistency, and accessibility of data; and
- E. To ensure the development of a system of microcomputer use that develops through planning and coordination.

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2. RESPONSIBILITIES:

Responsibilities for planning for microcomputer use are divided among user departments, the Information Resources Department and the Information Resources Steering Group.

A. USER DEPARTMENT RESPONSIBILITIES

- 1.) User departments will communicate their automated information processing needs to the Information Resources Department during the Annual Long Range Departmental Information Planning cycle.
- 2.) Requests for microcomputer support will be processed using standard Information Resources Department Form 1 formats, and will be submitted under the time-table specified by Administrative Directive 7.1.
- 3.) User departments requesting microcomputers will append to the Information Resources Department Form 1 a statement reflecting:
 - a.) A description of the need to be met by the proposed equipment;
 - b.) The general process for which the microcomputer will be used;
 - c.) "Specialized" processing capabilities necessary;
 - d.) The number of microcomputers required;
 - e.) The type of hardware and software preferred; and
 - f.) The projected benefits of the system.
- 4.) Each user department will select personnel to operate microcomputer equipment. User departments will coordinate the training of those individuals with the Information Resources Department.
- 5.) User departments are responsible for notification of the Information Resources Department of intended purchases of microcomputer software. These requests will be reviewed in order to avoid duplicate purchases of City-licensed software.

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2. RESPONSIBILITIES: (Cont'd)

- 6.) User departments are responsible for notification of the Information Resources Department of intended modifications, additions to, or deletions from microcomputer hardware. Notification will be forwarded to the Director of Information Resources prior to any such work being done.
- 7.) All equipment will be maintained in good working order.
- 8.) User departments will be fully responsible for the physical security of the equipment at all times. Any loss due to accident, mistake, or negligence will be the responsibility of the user Department and/or employee.
- 9.) User departments should maintain productivity and usage data on each microcomputer used. This data will be helpful for validating requests for additional microcomputers and to determine the effectiveness of existing machines. Formats for this data should include, at a minimum, the following: (See Suggested Form; Attachment A)
 - a.) Total hours micro-systems are used;
 - b.) Types of projects for which micro-systems are used;
 - c.) The type of software used; and
 - d.) Other information the user department deems appropriate.
- 10.) Each user department should document programs created by the user department, along with changes made to the programs. A copy of this documentation and/or changes will be forwarded to the Information Resources Department for inclusion in the City-wide software library. (See Program Documentation Sheet; Attachment B)

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2. RESPONSIBILITIES: (Cont'd)

- 11.) User departments will be responsible for ensuring that employees do not copy, or allow to be copied, any City-owned software that is protected by copyright. Employees who violate these procedures could be individually responsible for criminal liability for the copyright violation, and can be subject to the disciplinary action deemed necessary by their department directors. Violation of the Copyright law is a very serious offense with penalties not to exceed \$250,000. Not only is the employee liable for violations but the employer can also be held liable.
- 12.) User departments will implement procedures to ensure that microcomputer equipment and software is utilized solely for legitimate purposes.
- 13.) All information contained on City owned microcomputers, storage devices and output devices will be protected in accordance with established ordinances and security standards.
- 14.) User departments, in conjunction with the Information Resources Department, will ensure that modification of mainframe master files from microcomputers will occur only under the control of host mainframe software utilizing standard protocols supported by the Information Resources Department.

B. INFORMATION RESOURCES DEPARTMENT RESPONSIBILITIES

- 1.) The Information Resources Department, in conjunction with the Information Resources Steering Group, will develop and maintain microcomputer information processing policies, procedures, and standards which will insure the integrity, privacy, and security of the City's data resources and information network.

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B. INFORMATION RESOURCES DEPARTMENT RESPONSIBILITIES (Cont'd)

- 2.) The Information Resources Department will provide technical support and consulting services to user departments concerning hardware and software acquisition requests and use, taking into account both timeliness and efficiency.
- 3.) The Information Resources Department will aid in the design and acquisition of microcomputer information processing systems which will provide efficient, timely, and workable solutions to the user department's information processing needs.
- 4.) The Information Resources Department will consult with the user department on all microcomputer hardware and/or software requests prior to developing specifications.
- 5.) The Information Resources Department, in consultation with the user department, will conduct analysis of each request for microcomputer acquisition. These analyses will include:
 - a.) An analysis of the working environment proposed for the microcomputer;
 - b.) Probable long-range information processing demands on the proposed system
 - c.) Potential file size of the proposed system;
 - d.) User department needs and preferences;
 - e.) Potential need for data sharing among several users; and
 - f.) Potential host (mainframe) files required;
- 6.) The Information Resources Department in consultation with the user department will develop specifications for microcomputer hardware and software procured by the City when other than standard hardware or software is being requested.

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2. RESPONSIBILITIES (Cont'd)

B. INFORMATION RESOURCES DEPARTMENT RESPONSIBILITIES (Cont'd)

- 7.) The Information Resources Department will obtain licensing agreements for frequently requested City-supported software. Requests for licensed copies of City-supported software will be processed through the Information Resources Department. The Information Resources Department will maintain documentation libraries for all City-supported software, and will develop procedures for software backup, software distribution, and software upgrades.
- 8.) The Information Resources Department, in consultation with user department personnel, will determine the need for modifications, additions to, or deletions from City-owned hardware, and will make those modifications or will coordinate with an approved vendor to make the changes. Damage caused by improper or unauthorized modifications will be the responsibility of the user department.
- 9.) Maintenance and repair of microcomputer systems will be provided by the Information Resources Department on a time and material basis through a local vendor. User departments will reimburse the Information Resources Department for the costs.
- 10.) The Information Resources Department will ensure that modification of mainframe master files from microcomputers occurs only under the control of host mainframe software utilizing standard protocols supported by the Information Resources Department.
- 11.) The Information Resources Department will ensure that down-loading of host (mainframe) data to microcomputers is accomplished by authorized users only. Authorized users will provide the Information Resources Department with a written request defining the purpose and specific data elements required. Standard Data Network protocols will be used to make the transfer. Information pertaining to each transfer will be logged by the Information Resources Department.

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2. RESPONSIBILITIES (Cont'd)

B. INFORMATION RESOURCES DEPARTMENT RESPONSIBILITIES (Cont'd)

- 12.) All microcomputers purchased by the City of San Antonio will conform to Operating System and Information Networking Standards supported by Information Resources, unless a "Waiver Of Support" form (Attachment C) is signed by the user department's director (See Section 3-E).
- 13.) A contact person knowledgeable in City-supported microcomputer systems will be provided by the Information Resources Department. This contact person will served as a resource and referral point for user department personnel requiring information, advice, training or other assistance regarding City-supported microcomputer systems.

C. INFORMATION RESOURCES STEERING GROUP RESPONSIBILITIES

- 1.) The Information Resources Steering Group (IRSG) will review all Information Resources Department Form 1 requests, and will establish an overall priority ranking for all systems requests as part of the Long Range Information Planning cycle. Requests for microcomputer acquisition will be processed in the same manner as "applications" acquisition requests.
- 2.) The IRSG will review all requests for additions to the list of "City-supported systems." Such requests will be given overall priority rankings by the IRSG based on:
 - a.) City-wide need for access to the requested system;
 - b.) Existing or projected capabilities of Information Resources Department personnel to support the requested system; and
 - c.) Need exhibited by the user department for the requested system.

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- 3.) The IRSG will review all microcomputer-based Information Resources Department Form 2 requests submitted "mid-year." The IRSG will establish acquisition priorities for microcomputer-based Information Resources Department Form 2 requests based on:
 - a. The nature of the requests, (as outlined in 2A-3) above;
 - b. Existing funds for microcomputer purchases;
 - c. Recommendations of Information Resources Department personnel;
 - d. The existing Department Long Range Information Plan; and
 - e. The existing Information Resources Department Long Range Information Systems Plan.
- 4.) If and when a City Microcomputer User's Group is established, the IRSG will serve as liaison between the Information Resources Department and the City Microcomputer Users' Group.
- 5.) The IRSG will assist the Information Resources Department in the development and maintenance of microcomputer policies and procedures.

3. PROCEDURES:

- A. User departments desiring acquisition of microcomputer systems will follow procurement procedures as outlined in Administrative Directive 7.1 concerning "Automated Information Processing Policies and Procedures".
- B. Requests for microcomputer acquisition necessitated by exigent information processing needs requiring "mid-year" purchases will be submitted on Information Resources Form 2 requests. The user department will append to the Information Resources Department Form 2 an explanation of the nature of the request as outlined in 2A-3) above. In addition, the user department will attach a statement detailing why the request was not part of their submission during the annual long-range departmental information planning cycle.

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3. PROCEDURES (Cont'd)

- C. Mid-year proposals for microcomputer acquisitions will be reviewed by the Information Resources Steering Group as outlined in C3 (a-d) above.
- D. Decisions on mid-year requests for acquisition of microcomputer systems will be made by the Information Resources Department, based on the recommendation of the Information Resources Steering Group. The recommendation will be forwarded to the City Manager's Office for final approval based on unbudgeted mid-year acquisition procedures.
- E. Requests for acquisition of non-City supported microcomputer systems will be routed through the Information Resources Department as described in Section 3 (A-C), above. Acquisition of such systems will be accomplished only after the director of the user department signs a "Waiver Of Support" form for the non-City supported system. Such waiver will remove from the Information Resources Department the responsibility for support of the waived system.
 - 1.) After the "Waiver Of Support" is completed, the Information Resources Steering Group reviews the request.
 - 2.) The IRSG will establish priorities for non-supported requests in accordance with Section 2C-3 (a-d), above.
- F. All equipment, software, documentation and supplies provided as part of the microcomputer system will remain City property.
- G. User departments will use standard City supplies for microcomputer operation as established by the Information Resources Department. Supplies will be provided at each user department's expense.

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3. PROCEDURES (Cont'd)

- H. At the request of the user department's director, Information Resources personnel will periodically inspect all equipment and software. A report of unauthorized modifications or additions to microcomputer systems or non-authorized software will be made to the user department's director.

4. DEFINITIONS:

- A. Hardware - The physical equipment used to automatically process information. Hardware includes but is not limited to general or special purpose computers, word processors, computer terminals, microcomputers, and telecommunications equipment.
- B. City-Supported Software - Software identified by the Information Resources Steering Group (IRSG) as City-supported.
- C. City-Supported Hardware - Hardware identified by the Information Resources Steering Group (IRSG) as City-supported.
- D. Licensed Software - Software which is protected by a license agreement which protects the proprietary rights of the package's developer by restricting its use exclusively to the licensee.
- E. Software - Computer programs concerned with the operation of an information processing system (Microcomputer).
- F. User Department - Any department of the City of San Antonio or any other agency, entity or organization using services of the Information Resources Department.

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4. DEFINITIONS: (Cont'd)

- G. Down Loading - Transfer of data from the Host processor to a microcomputer.

APPROVED:



FRANK A. STROMBOE, Director
Information Resources Department



LOUIS J. FOX, City Manager
City Manager's Office

ATTACHMENT A

Microcomputer Useage Data Sheet

Department: _____

Division: _____

Contact: _____

Microcomputer Serial Number: _____ Month: _____

[illegible]

ATTACHMENT B

Program Documentation Sheet

Department: _____

Division: _____

Microcomputer Serial Number: _____

Program Name: _____ Description: _____

Date Developed/Modified: _____

Author: _____

Language: _____

	<u>Name</u>	<u>Description</u>
Files Accessed:		

ATTACHMENT C

Waiver of Support Agreement

The _____, in accordance with Section 3.E of Administrative Directive 7.2 submits this signed copy of the agreement as a part of the department's request for microcomputer hardware/software. This signed agreement removes all liability of this equipment and its use from the Information Resources Department due to it's non-conformance to established equipment and software standards of the Information Resources Department.

Department Head Signature:

Date: _____